

# IT Specialist– Senior Services for South Sound



Opening Date: 2/20/2024  
Closing Date: Continuous – Open until filled.  
Department: Administration  
Job Type: Non-Exempt, 0.5 FTE – 20 hours per week  
Salary: Step 3 of internal salary schedule with a range of \$20.02–30.05/hour, and a starting rate of \$20.60/hour, firm.  
Location: Thurston County, Olympia, WA

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## **Senior Services for South Sound is looking for an IT Specialist who'll be the lead support for our Information Technology infrastructure, supporting our organization's mission and exciting growth!**

Senior Services for South Sound (SSSS) is a highly mission-driven 501(c)(3) dedicated to improving the quality of life for people as they age. While focus is on delivering great service to seniors, our organization is filled with caring, thoughtful people who have a lot of fun and heart. As a diverse organization that values integrity, inclusion, respect, results, and service excellence, we are a positive culture where employees are engaged, empowered, and appreciated. Come join our team!

Moreover, we offer awesome **benefits!**

- *Medical, Dental, and/or Vision* if working 20 hours or more per week and employed for 60 days;
- *Sick Leave* in proportion to the FTE with up to 8 hours in a calendar month and no less than 1 hour for every 40 hours worked;
- *Paid Vacation* if working 20 hours or more per week, accrual beginning on day 1 of employment at the 1-year level of service which provides up to 8 hours per month, is proportional to hours worked, and can first be taken after 6-months of employment; and
- *Retirement* if expected to earn \$5k or more in the calendar year, the employer will match the employee contribution, dollar for dollar up to 3% of the employee's gross annual salary in a Simple IRA.

### **What you will be doing:**

We're looking for an **IT Specialist** to lead the facilitation of the organization's Information Technology infrastructure including computer hardware and software, printers, networking equipment, and telephone services and equipment.

### **Key outcomes:**

The IT Specialist will:

- Recommend, source, and maintain computer hardware and software.
- Install and maintain standard software suite on organizational computers.
- Install, configure, document, troubleshoot, and maintain network infrastructure, and work with appropriate vendors as needed.

- Advise staff on agency policies and IT best practices, and serve as the IT Subject Matter Expert (SME).
- Serve as point of contact with telephone vendor in maintenance of telephone infrastructure and services.

### **What you will bring:**

- Knowledge of principles and procedures for software and hardware upgrades and maintenance.
- Knowledge of senior citizen needs and IT resources.
- Knowledge of IT infrastructure including computer hardware and software, printers, networking and networking equipment, telephone services and equipment, Windows, Dashlane, and Google Drives/Gmail.
- Strong communication, time management, and project management skills.
- Able to perform complex problem solving, critical thinking, and trouble shooting.
- Ability to prioritize tasks.

### **Preferred:**

Applicants who also possess the following *may* receive additional consideration by the hiring manager:

- 2+ years of experience in IT infrastructure including computer hardware and software, printers, networking and networking equipment, telephone services and equipment, Windows, Dashlane, and Google Drives/Gmail.
- Non-profit experience.

### **Why work at SSSS?**

SSSS is committed to improving the quality of people as they age and having fun doing it. With a culture of inclusion and positivity, the goal of enriching the lives of seniors is powered by dedicated, inspiring people delivering programs such as Brighter Days Adult Day Program, Meals on Wheels, Senior Community Dining, Senior Transportation, Care Connection Caregiver Registry, Supportive Services, Health and Wellness Programs, Adult Learning, Independent Living, and activities and classes featured at our two centers. Moreover, we believe in supporting and taking care of our employees, and in doing so, offer retirement with up to 3% employer matching and paid vacation to eligible employees. Apply with **your cover letter, resume or CV**, and **references** today!

*\*The hiring authority may make a hiring decision at any time. Initial screening will begin February 20, 2024. It is to the applicants' advantage to submit materials as soon as possible. Background checks are required during the screening process but will not be conducted without permission or before the final screening round. The candidate pool certified from this recruitment may be used to fill future similar vacancies for up to six months. \*\*Senior Services for South Sound (SSSS) is an equal opportunity employer and does not discriminate based on age, sex (including gender identity), marital status, sexual orientation, race, creed, color, national origin, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability.*

### **Contact:**

Senior Services for South Sound, 222 Columbia Street NW, Olympia, WA 98501

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